

INTERNAL QUALITY ASSURANCE POLICY



Internal Quality Assurance Policy

Scope of the Policy

This policy is provided for Protutorial customers, learners, and staff members who are using or delivering qualifications offered by Protutorial.

Review Arrangements

Protutorial will review this policy annually in line with self-assessment arrangements. This policy will also be revised as and when necessary, in response to customer and learner feedback or good practice guidance issued by an awarding organisation or other regulatory body.

Location of the Policy

This policy is available for all staff members, third parties, and learners to access via the Protutorial website. Protutorial will also ensure that the policy is available in alternative formats, such as large print and audio, to accommodate diverse learner and staff needs.

Communication of the Policy

Each staff member involved in the management, delivery, assessment, and quality assurance of qualifications offered by Protutorial shall be made aware of this policy during their induction period of employment.

Learners undertaking Protutorial qualifications shall be informed of this policy during their induction process.

Policy Statement

Internal Quality Assurance (IQA) is concerned with monitoring the learner journey throughout their time undertaking a qualification at Protutorial.

IQA involves monitoring the training and assessment activities and the quality of work learners produce, in terms of meeting the correct grading criteria. Internal quality assurance helps to ensure that assessment and IQA activities are valid, authentic, sufficient, fair, and reliable.

Internal quality assurance measures the quality, delivery, processes, procedures, and learner achievements.

Statement of Principles

Key concepts and principles of internal quality assurance of assessment include:

- Ensuring quality standards throughout the learner journey.
- Ensuring accuracy and consistency of assessment decisions.
- Identifying issues and trends that develop.
- Supporting and developing assessors and tutors.
- Ensuring accountability for assessment decisions and quality standards, awarding body procedures, and policies are maintained.
- Ensuring achievement made by learners and judged accurately, is recognised and meets the grading criteria.
- Ensuring the correct and appropriate assessment strategies are used by assessors.
- Ensuring confidence of the learner and provider are maintained at all times.
- Ensuring sampling both interim and summative is occurring.

Internal quality assurance principles include ensuring standardisation activities take place, assessment decisions embrace inclusion, equality is promoted with learners, and the diversity of learners is valued by all staff. It ensures that fairness is apparent in all assessment decisions and that there are auditable records to show this.

Other principles include maintaining health and safety practices, such as risk assessments. Also ensuring all staff have access to training and CPD, that assessors and staff members are motivated, and that clear communication takes place regularly.

IQA Activities

Protutorial will undertake sampling of assessment judgments in line with the sampling plans in place for all qualifications offered.

Sampling will be formative and summative and at a 10% to 25% of learner evidence, depending on the employee's experience, qualifications, and competency. (100% for new or newly qualified staff members).

Sampling may take place formatively.

All completed qualifications will be formatively sampled.

An assessor or tutor will receive a sampling report within three days of submitting a learner portfolio for sampling.

Any disagreements with an IQAs findings will be reviewed by the Managing Director of Protutorial, who will have the final say on any judgments.

Sampling plans will identify learners, assessors/tutors, and the assessment criteria to be sampled. Sampling activities will meet the requirements of the awarding organisations Protutorial is approved with.

Standardisation activities will be undertaken regularly (at least every eight weeks) with IQAs, Assessors, Trainers, and relevant line managers present. Standardisation activities will meet the requirements of the awarding organisations Protutorial is approved with.

All meetings will have a set agenda, and minutes shall be produced and disseminated to all relevant staff members.

Example Standardisation Meeting Agenda:

- Actions from previous standardisation meetings.
- Resources, H&S, E&D issues.
- Progression and achievement of learners.
- Examples of learners' work to standardise.
- Good practice from assessors.
- Areas for improvements.
- Internal quality assurance reports.
- External quality assurance reports.
- AO and qualification updates.

Observations of staff members will be determined by a yearly cycle, with all training and assessing staff members receiving a minimum of two observations per year. All staff members will be required to be observed at grade two or above. Action plans and support will be in place for any staff members identified as 'requiring improvement'.

All observations will be documented and moderated.

All Protutorial staff members will receive access to regular, continuous professional development (CPD) and shall be encouraged to undertake reflective practice.

Learner feedback shall be collected through surveys, focus groups, and comments, complaints, and complements cards. Learner feedback will be regularly obtained and analysed, and improvements shall be highlighted and implemented across the organisation, where required.

All documents relating to IQA activities will be held securely, in line with Data Protection, GDPR and confidentiality requirements. Access will be granted to all relevant awarding organisations to any assessment documents and related materials.

Version Control

Version	Author	Date	Changes or comments
1.0	Natalie Willetts	12.03.2024	Approved policy agreed